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**NATIONAL STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

GB/T 25341.2-2019

Replacing GB/T 25341.2-2010

**Quality of railway passenger transport service - Part 2: Service
process**

铁路旅客运输服务质量 第2部分：服务过程

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Foreword

GB/T 25341 Quality of Railway Passenger Transport Services is divided into the following sections.

--- Part 1. General;

--- Part 2. Service process; This part is the second part of GB/T 25341. This section is drafted in accordance with the rules given in GB/T 1.1-2009. This section replaces GB/T 25341.2-2010 "Quality of Railway Passenger Transport Service Part 2. Trains", and GB/T 25341.2- Compared with.2010, the main technical changes in addition to editorial changes are as follows:

--- Deleted the management content of the enterprise's internal operations (see 5.7, 7.5, 8.2, 8.3, 8.13,

9.5 of the.2010 version);

--- Added relevant requirements for video surveillance (see 4.1);

- Added relevant requirements for the station square (see 4.2.2);
- Added requirements for the configuration of automatic vending/ticketing machines (see 4.2.2.5, 4.2.3.3);
- Added requirements for multimedia advertising restrictions (see 4.2.3.1);
- Increased requirements for maternity and baby facilities and equipment in waiting areas (see 4.2.3.4);
- Added relevant requirements for convenient transfers (see 4.2.3.5, 5.5.3);
- Increased the relevant requirements regarding the limit of overstaffing (see 5.2.1);
- Added relevant requirements for ticket real-name system (see 5.2.2, 5.3.1);
- Added requirements for train changes, rebooking, and refunds during outages (see 5.2.5);

1 Scope

China's national standard for the service process of railway passenger transport. It is Part 2 of GB/T 25341 and specifies the requirements for each stage of the passenger service process, from the provision of information before travel through to arrival and the handling of abnormal situations. This is the part that says what has to be done. It follows the passenger rather than the organisation, which is the important structural choice: the requirements are arranged in the order the traveller meets them rather than by which department owns them, because the failures that passengers actually experience happen at the joins between departments. The stages are the information and enquiry service before the journey; the ticketing, including purchase, change and refund and the conditions attached to each; the station, its facilities, signage, waiting and access; the boarding and alighting process; the on-board environment and service, covering the cleanliness, the temperature and lighting, the catering and the announcements; and the arrival and onward connection. Then the part that separates a good railway from a merely functional one: the abnormal situations. A delay, a cancellation, a diversion, an equipment failure or a passenger taken ill are the moments at which service quality is actually tested, and the standard sets requirements for what the passenger must be told and how quickly, what alternatives must be offered, and how the situation is handled for passengers who cannot easily adapt to it. Complaint handling and the treatment of passengers requiring assistance run through the whole. Issued on 10 December 2019 and in force since 1 July 2020, it replaces GB/T 25341.2-2010.

This part of GB/T 25341 specifies the service environment, facilities and equipment, service links, emergency response and repairs to provide railway passenger transport services. Content and requirements of emergency services. This section applies to organizations and personnel who provide railway passenger transport services. For the

requirements for transporting packages with passenger trains, please refer to this Part

2 Normative references

The following documents are essential for the application of this document. For dated references, only the dated version applies to this article Pieces. For undated references, the latest version (including all amendments) applies to this document.

GB 5749 Sanitary Standard for Drinking Water

GB 5768 road traffic signs and markings

GB 9672 Hygienic Standard for Public Transport Waiting Room

GB 9673 Public Transport Hygienic Standard

GB/T 10001 (all parts) public information graphic symbols

GB/T 13317-2010 Vocabulary for railway passenger transport

GB 13495 (all parts) Fire safety signs

GB/T 15566 (all parts) Principles and requirements for setting up a public information-oriented system

GB/T 16311 Road traffic marking quality requirements and testing methods

GB/T 18883 indoor air quality standard

GB/T 25341.1 Quality of railway passenger transport services Part 1. General

GB/T 31015 Public information-oriented system design and installation principles based on accessibility requirements TB10100 Railway Passenger Station Design Code

3 Terms and definitions

The terms and definitions defined in GB/T 13317-2010 and GB/T 25341.1 as well as the following terms apply to this document. For ease of use, The following lists some of the terms and definitions in GB/T 13317-2010.

3.1 Passenger flow A general term for the flow, direction and distance travelled by passengers within a certain period of time. [GB/T 13317-2010, definition 6.2.4]